



**STATE OF NEW JERSEY**  
**Board of Public Utilities**  
**Two Gateway Center**  
**Newark, NJ 07102**  
**www.bpu.state.nj.us**

**DIVISION OF**  
**TELECOMMUNICATIONS**

**ORDER**

IN THE MATTER OF THE BOARD'S REVIEW OF THE  
CLASSIFICATION OF VERIZON NEW JERSEY'S  
DIRECTORY ASSISTANCE SERVICES ("DAS") AS  
COMPETITIVE AND ASSOCIATED SERVICE QUALITY

DOCKET NO. TX06010057

IN THE MATTER OF THE FILING BY VERIZON NEW  
JERSEY INC. FOR THE RECLASSIFICATION OF  
EXISTING RATE REGULATED SERVICES –  
DIRECTORY ASSISTANCE SERVICES AS  
COMPETITIVE SERVICES

DOCKET NO. TT97120889

**SERVICE LIST ATTACHED**

**BY THE BOARD:**

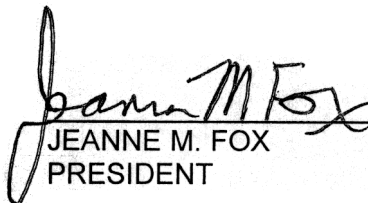
This matter has been opened to the Board as a necessary follow-up to the Board's January 23, 2004 Order adopting a stipulation regarding the provision of Directory Assistance Services ("DAS") by Verizon New Jersey, Inc. ("VNJ"). I/M/O the filing of Bell Atlantic-New Jersey, Inc. for the Reclassification of Existing Rate Regulated Services – Directory Assistance Services as Competitive Services, Docket No. TT97120889, dated January 23, 2004. Under that Order and stipulation entered into by VNJ, the Ratepayer Advocate and Board Staff, the Board classified DAS as competitive but subject to continued monitoring by the Board, authorized a rate increase from \$0.20 per call to no more than \$0.50 per call, retained the 4 free calls per month allowance for residential customers, and set January 2006 as the date by which to begin a review of the appropriateness of continuing to consider DAS as competitive services as well as continuation of the rate cap, call allowance and any other DAS related issues that the Board deems appropriate. Likewise, the Order and stipulation required the submission of reports by VNJ to assist the Board in monitoring the service quality associated with VNJ's automated directory assistance system, as the Board determined that VNJ should not allow the service quality to slip below the previous standard despite VNJ's desire to implement a self-serve automated local directory assistance service. Thus, the Order and stipulation call for the continuation of the rate cap and call allowance until the earlier of either the completion of the review and the issuance of a Board Order that will govern any rate cap or call allowance or until July 1, 2006, unless the Board specifically orders otherwise.

Accordingly, it is now necessary for the Board to initiate a proceeding to consider whether the continuation of the competitive status and the rate cap, call allowance and other related issues of VNJ's DAS is necessary and appropriate. While the stipulation did not define the nature of the proceeding that the Board should undertake, the Board believes that, in this situation, the appropriate action is to initiate an evidentiary hearing that fully considers the appropriate status of VNJ's DAS while being limited to just the topics covered by the initial Order and stipulation.

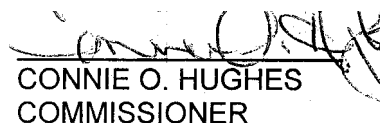
Therefore, the Board HEREBY FINDS that an evidentiary hearing into the appropriate status of VNJ's Directory Assistance Services is appropriate and proper at this time. The Board FURTHER FINDS that the nature of the hearing shall address the issues dealing directly with the competitive status of VNJ's DAS, the price caps, free call allocation, and any other DAS related issues that the Board deems appropriate, as well as service quality issues associated with the automated directory assistance service. The Board FURTHER FINDS that in the interests of efficiency and based upon the Board's specific desires, this matter should be retained for review here at the Board, and HEREBY DESIGNATES Commissioner Frederick F. Butler as the presiding Commissioner in this matter. The Board FURTHER ORDERS that a prehearing conference shall be conducted no later than February 17, 2006, and that all interested parties shall be provided an opportunity to participate in that conference. Finally, the Board FURTHER ORDERS that VNJ shall provide notice, following Staff review and approval, to the public by no later than March 20, 2006, via notice in newspapers of general circulation throughout its service territory, with such notice informing the public, at a minimum, of the overall issues and shall note that written public comment may be filed with the Board by no later than April 26, 2006.

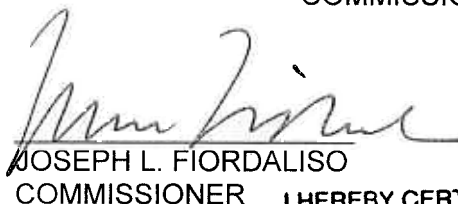
DATED: 2/2/06

BOARD OF PUBLIC UTILITIES  
BY:

  
JEANNE M. FOX  
PRESIDENT

  
FREDERICK F. BUTLER  
COMMISSIONER

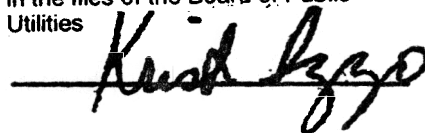
  
CONNIE O. HUGHES  
COMMISSIONER

  
JOSEPH L. FIORDALISO  
COMMISSIONER

ATTEST:

  
KRISTI IZZO  
SECRETARY

I HEREBY CERTIFY that the within  
document is a true copy of the original  
in the files of the Board of Public  
Utilities



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JERSEY'S DIRECTORY ASSISTANCE SERVICES ("DAS") AS COMPETITIVE AND  
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RECLASSIFICATION OF EXISTING RATE REGULATED SERVICES – DIRECTORY  
ASSISTANCE SERVICES AS COMPETITIVE SERVICES

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